

# MONROE COUNTY

## JOB DESCRIPTION

<b>Position Title:</b> Receptionist		<b>Date:</b> 10/01/04
<b>Position Level:</b> 2	<b>FLSA Status:</b> Non-Exempt	<b>Class Code:</b> 2-5

### GENERAL DESCRIPTION

Primary function is to assist the visiting public in the Social Services Department, which includes answering the phones, and any questions concerning the services available in the Department.

### KEY RESPONSIBILITIES

1. Assist the public with information and directions to offices in the Gato Building.
2. Answers income calls, etc.
3. Processes incoming and outgoing office mail.
4. Makes appointments for clients with staff.
5. Handles copy machine and processes copies for staff.
6. Assists staff in any hurricane preparedness or disaster duties if needed.
7. Screens for admission into Department through security door.
8. Monitors and assists clients in waiting room.
9. Performs other clerical duties as required.

\* Indicates an “essential” job function.

The information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

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<b>KEY JOB REQUIREMENTS</b>	
<i>Education:</i>	H.S. Diploma or GED preferred.
<i>Experience:</i>	1 to 2 years – Extensive experience may waive education.
<i>Impact of Actions:</i>	Decisions and impact are limited to decisions and planning within a small work group or project team.
<i>Complexity:</i>	Standardized: Work consists of a few repetitive duties. Tasks are restricted in scope, well-defined and clearly-prescribed; standard procedures guide all work. Problems are solved by reporting them to supervisor.
<i>Decision Making:</i>	Routine: Work may occasionally involve non-standard assignments; however, the methodology is normally prescribed in detail by the immediate supervisor. There is limited opportunity for independent judgment.
<i>Communication with Others:</i>	Little or no contact required externally or internally except with immediate associates and the supervisor.
<i>Managerial Skills:</i>	Involves no responsibility or authority for the direction of others.
<i>Working Conditions/ Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.
<i>On Call Requirements:</i>	Assists Department in pending disasters if needed.

APPROVALS		
<i>Department Head:</i>		
Name: _____	Signature: _____	Date: _____
<i>Division Director:</i>		
Name: _____	Signature: _____	Date: _____
<i>County Administrator:</i>		
Name: _____	Signature: _____	Date: _____

On this date I have received a copy of my job description relating to my employment with Monroe County.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



